(c) whether it is a fact that officer has been informed many times from Delhi and Patna in this regard; and

(d) whether Government are contemplating to check the recurrence of said incident and the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. Complaint book to register complaints regarding non-functioning of telephone is available at Bithauli Telephone Exchange. One staff member is posted at Bithauli Telephone Exchange who is registering and attending subscriber's complaints. However, higher officers like SDE/DET are also getting complaints, sometimes directly.

(b) Seven.

(c) No such record available. However, action is taken immediately on all the written/oral complaints received.

(d) Does not arise in view of (a) to (c) above.

Proposal to increase the rate of charges by BSNL

†1718. SHRI MOTILAL VORA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that BSNL propose to increase the rate of charges of telephone calls in order to make up its losses;

(b) if so, how far it is justified to overburden the consumers instead of making efforts to increase the number of calls; and

(c) the steps taken by BSNL to reduce the losses alongwith the amount of the losses reduced?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir.

(b) Does not arise in view of (a) above.

(c) BSNL is a profit making Public Sector Undertaking from the day of incorporation, however, all possible steps are taken to increase its profitability further.

† Original notice of the question was received in Hindi.